

Fond du Lac County
Department of Social Services
2017 Annual Report



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2017 Annual Report

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To The Honorable Fond du Lac County Board of Supervisors:

It gives me great pleasure to present the Fond du Lac County Department of Social Services 2017 Annual Report. Staff have worked hard this past year providing innovative services to the members of our community and assisting community members as they strive to be self-sufficient and improve their quality of life.

This annual report illustrates the number of people and families impacted by department services in 2017. The following are noteworthy highlights for 2017:

- The Access Team continued an upward trend of calls in serving families with a high level need, including drug and alcohol addiction, coupled with trauma histories which lead to impaired decision making.
- The Aging and Disability Resource Center added an evidence based program titled “Healthy Living with Diabetes” and adult protective services staff received a State award for Exemplary services and a group award for the Guardianship Education Event.
- The Business and Fiscal Teams worked on the implementation, configuration & training staff on the new computer system for the Department of Community Programs and Department of Social Services. Phase 2 went live June 1, 2017.
- The Coordinated Family Services Team coordinated six community presentations/Hot Topics bringing trauma informed care information to the community.
- The Economic Support Moraine Lakes Fond du Lac local Long Term Care unit, in partnership with other local agencies, presented a local guardianship event for area residents. Their efforts on this earned them the *2017 Award for Outstanding Collaboration* from the National Adult Protective Services Association.
- The Family Enrichment Team coordinated the fifth Trauma Informed Parenting Workshop- 2 sessions, 8 weeks each.
- The Juvenile Court Services Team Teen Court Program partnered with Drunk Busters, FDL City Police Department and Drug Free Communities to bring more education and awareness to teens and parents regarding how impairment affects coordination and decision making.
- The three Ongoing Services Teams, had 105 children achieve permanence in 2017 through reunification with their family, transfer of guardianship or termination of parental rights, and adoption (in comparison to 83 in 2016, 81 in 2015).
- The Volunteer Services Program continues to expand and develop relationships. In 2017, the department kicked off an initiative developing a community based Women’s Empowerment Series, with the first sessions scheduled for Spring 2018.

A special thanks to the following:

- Adult Care Consultants for working diligently with department staff to develop a shift staff foster home and a group home to support youth locally, versus sending them to out of home placement facilities in other counties.
- Area community churches, local businesses and college students for helping develop an inspiring Women’s Empowerment Program through our volunteer services.

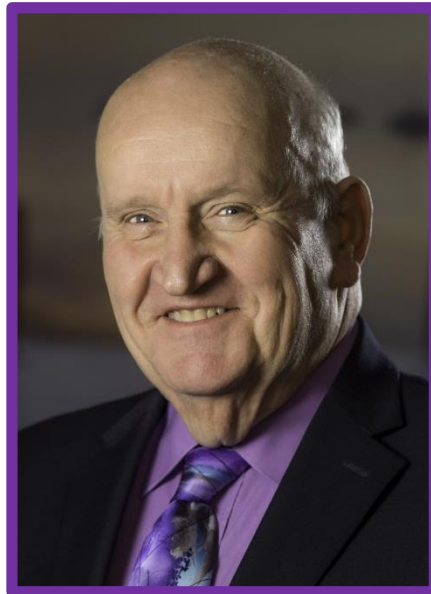
I want to thank all staff of this department for their endless dedication and efforts for the people of Fond du Lac County. Every day staff hear and see stories of trauma and despair, only to return the next day and do it all over again. I want to thank Deputy Director Richard Gedemer, the department supervisors: Stacie Basler, Jill Triatik, Chris Schmitz, Molly Aird, Sandy Tryon, Lauren Martin, Kay Metty-Reinhard, Erika Winterfeldt, Jessica Kohlman, Sue Sielski, Sue Zuber, Rob Bauer, Jamie Sigafus, and Office Coordinator Michelle Paul for their hard work, dedication and commitment to all we do. I want to thank the volunteers of this department for their kindness, grace, spirit, love, and dedication in helping build our community through their daily interactions with clients and staff.

I want to thank County Executive Allen Buechel and Director of Administration Erin Gerred for their support and oversight of department operations. Last, but not least, thank you to the Social Services Board: Chair Lisette Aldrich, Vice Chair Jay Myrechuck, Mary Hayes, Joseph Fenrick and Brian Kolstad for their ongoing interest, support and commitment.

Sincerely,

Patricia Lancour, Director

Fond du Lac County County Executive



Allen Buechel

The Social Services Board



Left to right: Jay Myrechuck (Vice Chair), Joseph Fenrick, Lisette Aldrich (Chair) Mary Hayes, and Brian Kolstad .

The Administration of the Department of Social Services



Director: **Patricia Lancour**



Deputy Director: **Richard Gedemer**

Agency Mission:

The Fond du Lac County Department of Social Services respectfully provides innovative services to promote self-sufficiency and quality of life.

We the agency believe in:

- Being Trauma Informed
- Hope Filled Interventions
- Positive Individual Growth
- Safety First
- Adults and elders belong in their homes
- Families need to direct their own services
- Providing services for every aspect of the client/participant
- Ensuring child safety and community protection
- Family-centered approach
- Family involvement
- Strength-based focus
- Teaming
- Being outcome oriented
- Permanence
- Diversity
- Promoting self-sufficiency
- Maximizing independence in the least restrictive setting
- Community involvement
- Community integration
- Protecting vulnerable citizens

*Welcome to the
Department of Social Services*



Department of Social Services Management/Coordinator Team

Left to right: Michelle Paul (Business Office Coordinator), Lauren Martin (Coordinated Family Services Program Team Supervisor), Molly Aird (EBD/Portland Team Supervisor), Sandy Tryon (Aging and Disability Resource Center Team Supervisor), Stacie Basler (Fiscal Director), Jill Triatik (Accounting Manager), Erika Winterfeldt (Access Team Supervisor), Sue Zuber (Ongoing Team 1 Supervisor), Sue Sielski Ongoing Team 3 Supervisor, Kay Metty-Reinhard (Access Team Supervisor), Jessica Kohlman, (Ongoing Team 2 Supervisor), Patricia Lancour (Department of Social Services Director), Richard Gedemer (Department of Social Services Deputy Director), and Rob Bauer (Family Enrichment Team Supervisor)

Absent when photo was taken: Jamie Sigafus (Juvenile Court Services Team Supervisor), And Christine Schmitz (EBD/Portland Team Supervisor)

The Teams of the Department of Social Services
All team photos are current staff



Aging and Disability Resource Center Team

Back row left to right: Mary Koplitz, Sue Ellen Miller, Theresa Menting, Amy Lacasse, Cheryl Ketterhagen, Heidi Page, Laura Callahan, and Lynnette Benedict.

(Front row left to right: Briana Masak, Sandy Tryon (Team Supervisor, Angie Liner and Jaclyn Jaeckels

Absent when photo was taken: Claudette DeGarmo



Coordinated Family Services Team

Left to right: Deanna Lehman, Kristine Serwe, Andrea Bauer (Intern), Jen Kraus, Jeanne Hellman, Lauren Martin (Team Supervisor), Joanne Schneider, Devin Nealon, Julie Mazzolari, Angie Dvorjac, and April Westphal.

Absent when photo was taken: Marsha Kitzman (Senior Social Worker)



Susan Lopau Memorial Shelter Care Group Home Team

Back row standing left to right: Chris Mueller, Kasey Cook, Katie Murphy, Megan Prather, Lauren Martin (Team Supervisor), and Sara Mietzel.

Front row left to right: Liz Nelson, Jennifer Barczak, JoAnn Mielkie, and Courtney Steuer

Absent when photo was taken: Marsha Kitman (Senior Social Worker), Maggie Kollmann, Jonell Cornejo, Ka Mee Lee and Ashley Neis



Lawrence Galow Memorial Group Home Team

Left to right: Val Ditter, Jim Schaub, Teresa Brown, Eric Darnick and Sara Koplitz.

Absent when photo was taken: Tim McCullen, Val Parker, Robert Shine.

Lauren Martin (Team Supervisor), and Marsha Kitman (Senior Social Worker)



Economic Support/Moraine Lakes-Fond du Lac Team

Left to right: Lindsey Rasmussen, Amy Bellows, Mary Engel, Dodie Darnell, Cathy Circo, Deb Palkovich, Deb Bohlman, Jennifer Smet, Kim Grinnell, Deb Gohlke, Tracey Jordan, Shirley Baker, Mary Leege, Maggie Sieckman, Karla Reyes, Becky Gilbenbach, Heather Merten, Kris Bovee, Chris Schmitz (Team Supervisor), Michelle Kolodziej, Barb Rivera, Linda Kraus and Molly Aird (Team Supervisor).

Absent when photo was taken: Donna Boese, Gena Miller, Jen Paluchniak and Lisa Schwandt



Family Enrichment Team

Left to right: Betty Hellpap, Karen Martin, Rob Bauer (Team Supervisor), Alivia Andreev, and Sheila Soyk



Fiscal/Business Services Team

Back row left to right: Karen Fannin, John Gaskell, Denise Graydon, Lori Dalka, Stacie Basler, (Fiscal Director), Nancy Sheil, Shirley Ferch, Michelle Paul (Office Coordinator) and Jim Lepinski (DCP Accounting Manager). Middle Row left to right: Jessica Moon (DCP Accounting Manager), Nicole Russell, Rachael Johnston, Donna Gross, Anne Luby, Lori Rozell (Business Office Manager), Lorie Gregor and Pauline Peters. Left to right front row: Cheryl Abraham, Anne Drew, Amanda Rivera, Amanda Heintz, Teri Schneider, Jill Triatik (Accounting Manager) and Shannon Kertscher.



Juvenile Court Services Team

*Standing Left to right: Carmen Forstrom, Brenda Casetta, Shane Arndt, Angie Yoho, Ashley Lackas, Diane Burton, Jessica Schibline, Jamie Sigafus (Team Supervisor), Carrie Ahrens, Sharon Thern, Cindy Champeau, and Roger Flatt
Kneeling front left to right: Rebecca Stern, Michele Mailand, and Kathy Gourdine*



Ongoing Services Team 1

Left to right: Susan Zuber (Team Supervisor), Lindsay Colwell, Molly Frey, Amy Sigafus, Dora Brooks, Bailey Palecek, and Kendra Pasek.

Absent when photo was taken: Abel Miller



Ongoing Services Team 2

Left to right: Kayla Powers, Jessica Engler, Melanie Tauscheck (Intern), Sarah Priddy, Brittany O'Donnell, Blair Tilleman, Alfredo Medina, Samantha Kelley, Jessica Kohlman (Team Supervisor), and Nancy Kartos



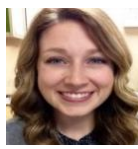
Ongoing Services Team 3

*Left to right: Danielle Pontius, Katie Meier, Jessica Perone, Sue Sielski (Team Supervisor)
Jennifer Newhouse, Lindsay Medina, and Chris Yankton.*



Theresa Menting, Volunteer Services Coordinator

VOLUNTEERS



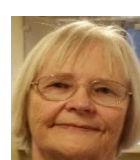
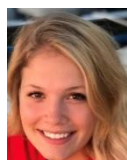
Left to right: Justine Bachmann, Holly Barnes, Ashley Becker, Bob Bridenbaugh, and Camille Rosenmeier



Left to right: Kim Friedel, Jacqui Garcia, Jasmin Horne, Jennifer Jefferies, and Adam Lichtenberg



Left to right: Cassie Liscomb, Marilyn Roessler, Ethan Stark, Lisa Stoppleworth, and Mary Tighe



Left to right: Andrea Bauer, Hannah Morkert and Vivian Starr

Volunteers (Photos not available)

Alexis Bailey, Sheila David, Cody Davis, Kayla Dredske, Linda Fritz, Tyiesha Jaimes-Moreno, Kevin King, Maria Kretschman, Dennis Martin, Michelle McCauley, Megan Prather, Samantha Quandt (*Intern*), Chris Riegert, Michelle Ruelas, Jessica Saler, Deb Shackelford, Lorraine Shea, Robert Shine, Anna Sterberg, Lindsey Wagner, Ed Wiegert, Nicole Zeman, and Jill Zuraw.

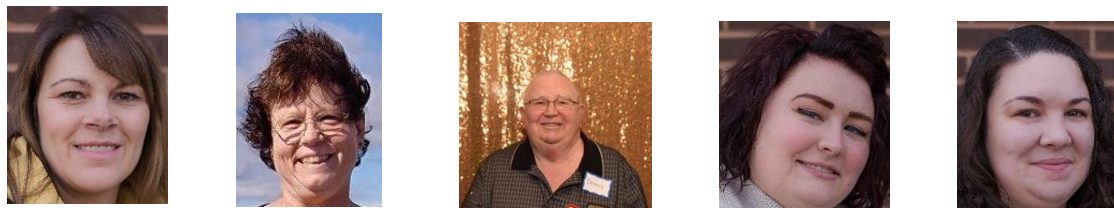
Mentors



Left to right: Alison Christy, Amy Guell, Anna Horn, Annie Krumenauer, and Ashley Becker



Left to right: Ashley Wendt, Aubriana Donahue, Barb Kuhls, Camille Rosenmeier and Cindy Haase



Left to right: Dawn Gottinger, Deb Shackelford, Dennis Martin, Elizabeth Elmer and Hannah Muraski



Left to right: Heather Holzman, Jacinta Radl, Jasmin and Jacqueline Ramirez, Jocelyn DeMaster and Jody Paplham



Left to right: Judy Flood, Julianna Kimpton, Julie Shaefer, Kamala McCormick and Kari Forbush

Mentors



Left to right: Linda Fritz, Lisa Stoppleworth, Lorainne Shea, Marina Kenowski, and Mary/Ed Weigert



Left to right: Mary Tighe, Haley Madson, Miranda Dawson, Morgan Hasselberger and Nicole Donahue



Left to right: Rachel Fryda-Gehde, Sarah Koenigs, Sarah Roland, Sydney Leubner, and Tammi Cassidy



Left to right: Chris Reigert and Tom/Wendy Pellitier

2017 Staff in the Spotlight

Access Team (Initial Assessment)



Access Team

Left to right: Lynn Propson (Intern), Michele Pelky, Cathi Rhinehart, Ashley Stacey, Erika Winterfeldt (Team Supervisor), Kay Metty-Reinhard (Team Supervisor), Tanya King, Ashley Longsine, Jeni Reinhold, Cristian Rubio, Melissa Malchow, Adam Schnell, and Nicole Mann.

Absent when photo was taken: Amy Medina, Brittany Eiring, Tonisha Atkins,

Access Services Team

All team staff listings are current

Supervisors
Kay Metty-Reinhard
Erika Winterfeldt
Senior Social Workers
Tanya King
Cathi Rhinehart
Social Workers
Brittany Eiring
Adam Schnell (Case Manager)
Ashley Longsine
Rebecca Jones
Amy Medina
Ashley Stacey
Jeni Reinhold
Cristian Rubio
Nicole Mann
Michelle Pelky
Family Support Workers
Melissa Malchow
Tonisha Atkins

How does this unit operate?

- A call is received and documented.
- The referral is screened in or out and one of the following response times is assigned: Same Day, 24-48 hours, or 5 day.
- Case can be assigned to one of two pathways: Traditional or Alternative Response.
- If screened in, an assessment worker meets with:
 - Alleged child victim(s)
 - Siblings
 - Alleged non-maltreating parent
 - Alleged maltreating parent
 - Collateral contacts
- If warranted, a protective and/or safety plan is developed.
- If needed, a referral is made to court, ongoing/voluntary services.

- Thorough documentation of case contacts and final written assessment of the entire family situation.

Services Provided:

- Receive all child abuse and neglect reports for Fond du Lac County.
- Provide information regarding and referrals to available community resources.
- Screen all reports and assign appropriate response times.
- Child abuse and neglect initial assessment (formerly referred to as child abuse and neglect investigation).
- Alternative Response Assessments
- Child welfare assessments and related
 - Relative placement safety plan
 - Foster care safety plan
 - Receiving home safety plan
 - Shelter Care safety plan

2017 census estimated county population	102,144		
2017 census estimated age 18 and under	21.8 % 22,267		
2017 census estimated age 5 and under	5.5% 6,050		
Services	2015	2016	2017
Intake Calls	1,812	1,541	1,891
Assessments	671	667	535
Victim Sensitive Interviews*	44	54	42
Response Time	2015	2016	2017
Same Day	107	107	98
Within 24 to 48 Hours	136	123	117
Within 5 Business Days	428	359	320

* Interviews are conducted jointly with City Police, Sheriff and District Attorney; with ASTOP and domestic violence staff on site for family support.

2017 Community Committee Membership:

- Regional Critical Incident Stress Debriefing
- Anti-Human Sex Trafficking Hub
- Drug Endangered Children Task Force
- Domestic Abuse Response Team
- Fond du Lac County Child Death Review Team
- Victim Sensitive Interview Protocol Core Group
- Coordinated Community Response
- Trauma Informed Care Fond du Lac County
- Mandated Reporter Training Fond du Lac County Partners

but that is not all we are. We are able to work collaboratively with the families that we are assigned, we can help with their stressors and struggles in their lives. Fond du Lac County Department of Social Services has a good connection with community resources, and being able to refer these families to these resources is a blessing because not all communities have the resources that Fond du Lac County does. There are also a lot of resources that people are unaware of and having the knowledge to bring those positives into our families and keeping them together and connected is what makes my job meaningful and positive.

2017 Highlights:

- Continued upward trend in serving families with a high level of drug and alcohol addiction coupled with trauma histories which lead to impaired decision making.
- A community Hot Topic: Alternative Response Training

A staff reflection from Michelle Pelky, a first year employee, on her work as an Initial Assessment Social Worker:

Working for Fond du Lac County Department of Social Service in Access/ Initial Assessment Child Protective Services holds a lot of meaning for me. Coming to work every day and not knowing what to expect when you walk through the door can be exciting, overwhelming, and at times a little scary. I have been with the Initial Assessment Team for one year, and I can safely say, there has never been a day that has been the same. Personally, that has been a positive in my life; not knowing what the day might bring. Also there is a sense of pride and determination to help the families in Fond du Lac county. I personally strive to help keep families intact and preserve the bonds that parents have with their children. I believe family is the most important thing in a person's life, and to preserve those values is important to me. I think it is important for the community to know that we understand the stigma that is attached to our role,

Aging and Disability Resource Center



The Aging and Disability Resource Center Board:

Board members left to right: Donald Skog, Lori Meyer, Kay Olm, Lucy Tiry, and Stanley Brink.

Supervisor

Sandy Tryon

Senior Social Workers

Laura Callahan

Cheryl Ketterhagen

Mary Koplitz

Amy Lacasse

Social Workers

Angelice Liner

Sue Ellen Miller

Heidi Page

Jaclyn Jaeckels

Briana Masak

Family Support Workers

Claudette DeGarmo

Lynnette Benedict

- Activities of daily living
- Family supports and community resources
- Financial resources
- Safety concerns

Services Provided:

- Information, assistance, and referral
- Long-term care options counseling
- Functional screen determination for the Family Care or IRIS (Include, Respect, I Self- Direct: Wisconsin's Self-Directed Supports Program).
- Disability benefits assistance
- Transitional services to people with disabilities aging into adult services
- Prevention and early intervention services
 - Stepping On classes
 - Alzheimer's programs
 - Music and Memory
 - Healthy Living with Diabetes
- Adult Protective Services (APS)
 - Adult and elder at risk investigations
 - Guardianships
 - Protective placements (PP)
 - Annual review of PP (protective placements)
- Short term case management

How does this unit operate?

- A consumer calls or visits the Aging and Disability Resource Center office. Staff assess the consumer's presenting issues and offer a home visit to meet with the individual and their family members. Assessments include review of the following:

2017 census est. age 65 and over	17% 17,335		
2035 projected population over age 65	28.4% 33,058		
Services	2015	2016	2017
Unduplicated Calls	6,572	7,781	8,110
Functional Screens	513	473	481
Memory Screens	37	69	128
Disability Benefit	326	428	449
Adult Protective Services	443	459	487

**WI estimated 110,000 people and Fond du Lac County 2,218 people with dementia with 80% living in their own homes.*

2017 Community Committee Membership:

- Wellness Committee-Senior Center
- Living with chronic conditions – Diabetes
- Professional Network
- Housing Coalition
- Guardianship Event
- Heat Advisory
- Dementia Network
- CCoT (County Community on Transition)
- Stepping On Falls Prevention
- Falls Coalition
- I-Team (Interdisciplinary Team)
- Adult Protective Services Regional Committee
- Governors committee APS (Adult Protective Services)
- Fond du Lac/Dodge expo committee

2017 Highlights:

- Speaking on KFIZ radio-monthly
- Expansion and updating of the Aging and Disability Resource Center website
- Increased participation in Stepping On Falls prevention classes
- Initiation of evidenced based program – Healthy Living with diabetes collaboration with St. Agnes Hospital and Public Health Department

- Falls prevention event on the first day of fall with capacity community attendance
- Set up room in lower level specifically for the Music and Memory services
- Established a Face Book page for Aging and Disability Resource Center events
- Master's level student worked with Aging and Disability Resource Center staff
- Creation of grid of resources in Fond du Lac County that will be printed
- Successful completion of a quality project that focused on the materials in our new lobby that are available for consumers
- New computer system installed for the Adult Protective Services staff
- 2nd Guardianship education event completed
- Adult Protective Services staff received a State award for exemplary services and a group award for the Guardianship Education Event
- Adult Protective Services staff appointed to Attorney General Task Force on Elder Abuse
- Collaboration with Public Health Department to bring the foot care clinic to Aging and Disability Resource Center building
- Staff attended the National Adult Protective Services Conference
- Increased usage and marketing in regards to the supported decision making tool
- Developed protocols for guardianship, that included supported decision making tool
- Client tracking tool updated to collect demographics
- Lobby improvement project completed, with the addition of a large sign behind the receptionist and the addition of a large address sign placed on the outside of the building
- Added 3 new IRIS (Include, Respect, I Self-Direct) agencies to selection of long term care providers
- Staff participation in the TIC (Trauma Informed Care) Project and wellness committees

Business and Fiscal Teams

Fiscal Services Director

Stacie Basler

Accounting Managers

Jessica Moon HHHR

Jim Lepinski DCP

Jill Triatik DSS

Business Office Manager

Lori Rozell

Business Office Coordinator

Michelle Paul

Senior Account Clerks

Lori Dalka

Shirley Ferch

Program Assistant II

Karen Fannin

Account Clerks

Anne Drew

Lorie Gregor

Shannon Kertscher

Senior Clerk Typists

Cheryl Abraham Anne Luby

Denise Graydon Nancy Sheil

Donna Gross

Clerk Typists

Amanda Heintz

Amanda Rivera

Nicole Russell

Pauline Peters

Rachael Johnston

Teri Schneider

Utility Clerk

John Gaskell

How does this unit operate?

- Staff provide operational support and accounting services to the Department of Social Services, Department of Community Programs, and Harbor Haven Health and Rehabilitation.

- Staff respond to the needs of the public, the internal staff, and the local, State, and Federal governments.

Services Provided:

- Accounting services
- Business operation services
- Budget preparation
- Representative (Rep) payee services
- Billing for outpatient and inpatient services
- Individual unit support
- County and State fiscal reporting
- Provider contract management
- Children in care trust fund accounting
- Receptionist duties
- Word processing and transcription
- Computer systems management and user support for these services
- Purchasing duties
- Service file records editing
- Mental Health and AODA (Alcohol and Other Drug Abuse) intakes and appointments

2017 Highlights:

- Worked on the implementation, configuration & training staff on the new computer system for the Department of Community Programs and Department of Social Services. Phase 2 went live June 1, 2017.
- Continued to streamline business office and accounting processes.
- Continued to serve as lead fiscal agency for the Moraine Lakes Income Maintenance Consortium.
- In January 2017, the Portland Street reception remodel was completed.
- Updated Provider Purchase of Service contracts to include revised language to comply with updates from Federal and State agencies.

Coordinated Family Services Team

Supervisor	
Lauren Martin	
CFSP Staff	
Devin Nealon , <i>Senior Social Worker</i>	
Joanne Schneider, <i>Senior Social Worker</i>	
Kristine Serwe, <i>Senior Social Worker</i>	
April Westphal, <i>Family Support Worker</i>	
Julie Mazzolari, <i>Social Worker</i>	
In Home Therapists	
Jeanne Hellman	Jennifer Kraus
Transitional Living Facility/Youth Employment Program Staff	
Angela Dvorjac, <i>Family Support Worker</i>	
Deanna Lehman, <i>Group Home Specialist</i>	
Galow and Shelter Care Senior Social Worker	
Marsha Kitzman, <i>Senior Social Worker</i>	
Galow Group Home Specialists	Shelter Care Group Home Specialists
Teresa Brown	Allie Bovee
Eric Darnick	Kasey Cook
Val Ditter	Jonell Cornejo
Sara Koplitz	Ka Mee Lee
Tim McCullen	Joann Mielkie
Val Parker	Sara Mietzel
James Schaub	Christian Mueller
Robert Shine	Kathleen Murphy
	Ashley Neis
	Elizabeth Nelson
	Megan Prather
	Courtney Steuer

How does this unit operate?

- Referrals are received from the Department of Social Services service units, schools, county agencies, local service providers and families.
- Screening committee meets to review the child/family needs, eligibility

requirements and the availability of services.

- Participants meeting eligibility determinations are then provided strength-based, family directed, team developed services.

Services Provided:

- **Coordinated Family Services Program (CFSP)**
 - Information, assistance and referral
 - Team based service plans
 - Parent training
 - Service development and coordination
 - Children's long term support
 - Children's Community Options Program
 - Family support
 - Comprehensive community services
- **Transitional Living Facility (TLF)**
 - Independent living services
 - Supports and life skills development
 - Mentoring
 - Cooking classes
 - Positive youth development
 - Job application assistance
 - Mock interviewing
 - Job coaching
 - Health maintenance
 - Home maintenance
 - Help with housing search
 - College search
 - Self-Discovery Group
 - Job Readiness Group
 - Girl's Group
 - Independent living classes
 - Financial literacy classes
 - Youth Advisory Council
 - Supervised family interactions
 - Independent Living training to PACE (Promoting Alternatives to Corrections through Education) participants in secure detention

- **In Home Therapy**
 - Intensive in-home therapy services provided in the home and school settings; trauma informed practice; prevention of out-of-home care.
 - Trauma Informed Cognitive Behavioral Therapy
- **Youth Employment Program**
 - Job Development
 - Coaching
 - Subsidized employment
 - Job maintenance
 - Services for participants who are in foster care or have aged out of foster care.
- **Lawrence Galow Memorial Group Home**
 - 24-hour long-term care and supervision with services for males.
- **Susan Lopau Memorial Shelter Care**
 - 24-hour care and supervision for children ages 10-18.

2017 Community Committee Membership:

- Children & Adult Long Term Care Coordinating Council
- Moraine Park Technical College (MPTC) Corrections Science Advisory Committee
- Comprehensive Service Integration Steering Committee
- Comprehensive Service Integration (CSI) Parent Engagement Committee
- Quality Improvement Center (QIC) for Adoption & Guardianship Support & Preservation
- Comprehensive Service Integration (CSI) Trauma Informed Ad Hoc Committee
- Department of Children and Families (DCF) Systems Change Review Mapping Team.
- Fond du Lac County Wellness Committee
- Youth Mental Health First Aid Training Committee
- Camp to Belong WI Board
- Inspire Coalition
- YScreen Committee

Services	2015	2016	2017
Coordinated Family Service Clients	69	77	83
Transitional Living Clients	121	124	125
Intensive In Home Teams # Families/ #Children served	88/199	92/221	68/130
Galow Days in Care	1,104	1,180	1,282
Shelter Care Days in Care	1,017	943	1,125

2017 Highlights:

- Coordinated Hot Topic community presentations related to Trauma Informed Care
- Integrated Reasonable and Prudent Parenting standards in Shelter Care and Galow policies and procedures
- Developed Social Skills Group for younger youth in collaboration with Lutheran Social Services
- Continued to implement Fostering Futures Trauma Informed Care Initiative
- Expanded mentoring options for children experiencing social and emotional challenges.
- Youth Mental Health First Aid trainings for agency and community staff
- Provided First Aid and CPR trainings for agency staff

Economic Support Moraine Lakes- Fond du Lac Team

Supervisors	
Chris Schmitz	Molly Aird
Trainers	
Barb Rivera	
Michelle Kolodziej	
Economic Support Specialists	
Amy Bellows	Donna Boese
Kris Bovee	Deb Bohlman
Tracey Jordan	Cathy Circo
Linda Kraus	Dodie Darnell
Mary Legee	Mary Engel
Gena Miller	Becky Gilgenbach
Debbie Palkovich	Deb Gohlke
Jennifer Paluchniak	Randi Gonzalez
Lindsey Rasmussen	Kim Grinnell
Lisa Schwandt	Heather Merten
Jennifer Smet	Karla Reyes
	Maggie Sieckman
Project Position:	
Shirley Baker	

How does this unit operate?

- The counties of Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha form Moraine Lakes (ML) Consortium and staff the Moraine Lakes Call Center.
- Residents of Moraine Lakes counties can apply for benefits, renew their benefits, and report household changes online at the ACCESS.wi.gov website, or by calling the Moraine Lakes Call Center, by mail, or at their local agencies.
- For the FoodShare and Child Care programs, interviews are required at application and renewal. The applicant is contacted and given the choice of a telephone interview or a face-to-face interview. Appointments for other programs are available upon request.
- Once an application or renewal is received and processed, the applicant must provide verification of income, assets, bank accounts, etc. When verification is

received, eligibility is determined and the customer receives a notice of decision.

Services Provided:

- Eligibility is determined for the following programs:
 - FoodShare
 - Medical Assistance, including Long Term Care (LTC) Medicaid
 - Badger Care Plus, including Gap Filling eligibility
 - Child Care
 - Caretaker Supplement
- Public Assistance Fraud Program
- Referrals to the Wisconsin Home Energy Assistance Program (WHEAP)
- Referrals to the FoodShare Employment and Training Program (FSET)

Moraine Lakes Statistics			
	2015	2016	2017
Calls Received	219,659	202,858	174,270
December Average Speed of Answer in Minutes Standard	12	10	10
----- Moraine Lakes	10.18	10.15	15.36
December Average Talk Time	9.24	10.56	11.32
Answer Rate	81.32%	82.75%	75.86%
December Caseload	49,770	49,150	49,582
December Timely Applications Standard	95%	95%	95%
----- Moraine Lakes	97.44%	98.62%	98.55%

Year End Fond du Lac County Statistics			
	2015	2016	2017
Fond du Lac Caseload	8,962	8,738	8,722
Medical Assistance (MA) Only	2,947	3,027	3,255
Nursing Home MA	277	266	258
Family Care MA	554	558	545
FoodShare	1,103	998	936
Medical Assistance & FoodShare	2,749	2,664	2,659
Child Care	266	241	215
Applications Pending	873	834	774

2017 Community Committee Membership:

- Moraine Lakes Leadership Committee
- Moraine Lakes Operations Committee
- Call Center Anywhere Operational Technical Workgroup
- COAD/VOAD Emergency Preparedness
- Headstart Health Advisory Committee
- IMAC (Income Maintenance Advisory Committee) Training Workgroup
- Inspire Coalition
- Moraine Lakes Child Care Workgroup
- Moraine Lakes Fraud Workgroup
- Moraine Lakes Long Term Care Workgroup
- Moraine Lakes Performance Monitoring Workgroup
- Moraine Lakes Trainer/Lead Workgroup
- Portland Wellness Committee
- Fond du Lac County Wellness Committee
- Children and Adult Long Term Care Coordinating Council (CALTCC)
- Wisconsin Social Services Association (WSSA)
- BRITS (Benefit Recovery Investigation Tracking System)
- Guardian Workshop
- Healthiest Company Planning Committee

- TIC (Trauma Informed Care)

2017 Highlights for Moraine Lakes:

- Formed specialized child care teams in each county to implement many new child care program changes from new MyWICChildCare policies.
- Specialized workgroups comprised of staff and supervisors from each agency continued meeting to address specific consortium needs, including a Training/Lead Workgroup, Child Care Workgroup, Fraud Workgroup, Performance Monitoring Workgroup, as well as a smaller supervisor group for focus projects.
- Continued work on the Income Maintenance Operational Analysis (IMOA), which gave designated goals with target dates for implementing changes to improve consortium efficiency, enhance current processes, and address issues.
- As a local agency, participated in ongoing Trauma-Informed Care Training and also some of the workgroups formed to implement the agency changes resulting from this initiative.
- The local Long Term Care unit, in partnership with other local agencies, presented a local guardianship event for area residents. Their efforts on this earned them the *2017 Award for Outstanding Collaboration* from the National Adult Protective Services Association.
- Participated in a local Active Shooter Response Training and suggested precautionary updates to work areas for improved staff safety.

Family Enrichment Team

Supervisor

Rob Bauer

Senior Social Workers

Alivia Andreev, *Specialized Foster Care*

Betty Hellpap, *Respite/Kinship
Coordinator*

Sheila Soyk, *Foster Care Coordinator*

Social Workers

Karen Martin, *Foster Care Coordinator*

- Relative/Kinship providers
- Foster homes
- Specialized foster homes
- Placement Services
 - Treatment foster homes
 - Group homes
 - Residential care centers
- Programs
 - Strengthening Families
 - Discipline with Love and Logic
 - The Nurturing Program
 - Parent to Parent
 - Trauma Informed Parenting Workshop

How does this unit operate?

- The Foster Care Coordinators conduct ongoing recruitment, application assessment, and licensing of both Kinship and foster care placements.
- The Respite/Kinship Care Coordinator receives referrals from ongoing Department of Social Services social work units for respite requests.
- The Respite Coordinator is also responsible for locating treatment foster homes/group homes when these higher level of care placements are needed. This worker also ensures contracts for these providers are completed.
- The Family Visitation Program workers receive referrals from the ongoing Department of Social Services social work units and community agencies for parents that need to learn or enhance their parenting knowledge, skills, and abilities. Referrals are screened and assigned the appropriate service.
- The specialized foster care social worker receives referrals from ongoing social workers for children that have a high level of needs that cannot be placed in traditional foster care. This program provides additional support to the home to maintain these children in traditional foster homes.

Services Provided:

- Licensing Services and Coordinating Placements
 - Respite providers

Services	2015	2016	2017
Calls of interest for Foster Care Licensure	44	44	45
Newly Licensed Foster Homes	20	24	30
Kinship Home with Court Involvement		41	48
Kinship Homes without Court Involvement		15	9
Family Visitation			
● Families	94	76	49
● Children	200	155	100

2017 Community Committee Membership:

- United Way
- Camp-To-Belong

2017 Highlights:

- Participation in the Trauma Informed System Committee and these subcommittees
 - Staff Development
 - Staff Support and Recognition
 - Worker Role and Voice
- Coordinated Trauma Informed Parenting Workshop- 2 sessions, 8 weeks each.

Juvenile Court Services Team

Supervisor
Jamie Sigafus
Senior Social Workers
Carrie Ahrens
Brenda Casetta
Cindy Champeau
Roger Flatt
Kathy Gourdine
Carmen Forstrom
Ashley Lackas
Stern, Becky
Juvenile Court Intake Workers
Diane Burton
Shane Arndt
Social Workers
Angie Yoho
Teen Court/JOWP/Rest. Coordinator
Michele Mailand
Family Support Worker
Jessica Schibline
Social Service Specialist
Sharon Thern
On Call Intake Worker
Jeanne Ihlenfeldt

How does this unit operate?

- Referrals are received from law enforcement agencies, schools, child protective services and parents.
- Intake inquiries are conducted with the possible following outcomes:
 - Counsel and close
 - Deferred prosecution agreement/informal disposition agreement
 - Referral for formal court intervention and opened for social work services
- Services focus on a balanced approach to protect the community, hold youth

accountable for their actions, and build competencies in youth to be productive, responsible individuals. Services are typically court ordered.

Services Provided:

- Juvenile Court Intake services
- Supervision
- Teen Court
- Restitution Program
- Youth Community Services
- GPS (Global Positioning System) Electronic Monitoring
- Report Center
- Juvenile Corrections/Aftercare
- Groups Offered:
 - Thinking for a Change
 - Anger Management
 - BOYS Group/GIRLS Group
 - Peer Respect Group
 - Self-Discovery
 - Victim Empathy
 - Healthy Lifestyles
 - Yoga

2015 census estimated county population	101,973		
2015 census estimated age 18 and under	21.9 % 22,332		
Services	2015	2016	2017
Intake Referrals:	535	502	534
• Delinquency	334	286	294
• CHIPS	146	159	164
• JIPS	55	57	76
Temporary Custody Authorizations:	248	227	249
• Secure	52	57	70
• Non-Secure	196	170	179
Restitution Project:			
• Referrals	58	25	26
• Victims Paid (thousands)	13.6	7.9	7.3
Youth Community Service Project:			
• Referrals	118	100	100
• Hours Worked	2,616	2,421	2,258
Teen Court Cases	44	27	50

Formal Supervision Cases	209	214	226
Monitoring:			
• GPS	65	62	57
• Alcohol	3	3	1
Corrections Youth Placed	3	0	0
PACE Youth Placed	2	1	1
72 Hour Holds:			
• Shelter	24	15	4
• Secure	94	73	71

the program and what they have learned as volunteers.

- Our Teen Court Program has expanded its resource library to include an additional company offering several on-line, low cost workshops and educational programs. These resources are available to youth as a dispositional alternative.

2017 Community Committee Membership:

- ASTOP, Board of Directors
- Fond du Lac Literacy Services, Board of Directors
- WJCIA – Wisconsin Juvenile Court Intake Workers Association
- Marian University Social Work Program Community Advisory Committee
- Y Screen Advisory Committee
- Comprehensive Service Integration Steering Committee and Violence Prevention Committee
- Wisconsin Association Restitution Programs
- Feed My Starving Children Project
- Wisconsin Teen Court Association
- Children and Adult Long Term Care Committee
- Youth Fire Intervention Program
- Drug Free Communities

2017 Highlights:

- Our Teen Court Program partnered with Drunk Busters, FDL City Police Department and Drug Free Communities to bring more education and awareness to teens and parents regarding how impairment affects coordination and decision making.
- The Teen Court program was featured in the Fond du Lac Reporter in September 2017 as a second chance/alternative program for youth who are first time offenders. Volunteers had the opportunity to be interviewed about the successes of

Ongoing Service Teams

Ongoing Services Team #1

Supervisor

Sue Zuber

Senior Social Workers

Molly Frey, *Post-Permanence Program*

Amy Sigafus

Social Workers

Abel Miller

Kendra Pasek

Lindsay Colwell, *Case Manager*

Jamie Ruchti-*Case Manager*

Family Support Worker

Dora Brooks

Ongoing Services Team #2

Supervisor

Jessica Kohlman

Senior Social Workers

Brittany O'Donnell

Social Workers

Kayla Powers

Sarah Priddy

Alfredo Medina

Samantha Kelley

Nancy Kartos

Jessica Engler

Family Support Worker

Blair Tilleman

Ongoing Services Team #3

Supervisor

Sue Sielski

Senior Social Workers

Chris Yankton

Social Workers

Kelli Pitzen

Lindsay Medina

Danielle Pontius

Jessica Perone

Katie Meier

Family Support Worker

Jennifer Newhouse

How do these units operate?

- The Access Unit completes an assessment and determines a child to be unsafe and in need of services.
- The family is referred to court and to one of the ongoing service units.
- The ongoing worker completes a family assessment, a service plan, a safety plan and a court report.

Services Provided:

- Court Interventions
 - Informal Dispositional agreement
 - Consent Decrees
 - Formal CHIPS (Child in Need of Protection or Services) Order
 - Petitions for Change of Court Conditions
 - Permanency Plans
 - Termination of parental rights
 - Transfer of guardianship
- Service Coordination
 - Réunification services
 - Monitoring and support of out-of-home placements
 - AODA ,(Alcohol and Other Drug Abuse) individual, group and intensive in-home family therapies.
 - Respite care services
 - Courtesy supervision
 - Interstate Compact for placement of children
 - Case management services
 - Safety services
 - In-Home parent training
 - Community services

Services	2015	2016	2017
Open Cases*	178	149	168
Children in Kinship Foster Care *	58	61	97
Children in Foster Care*	95	98	116
Children in Treatment Foster Care*	15	15	10
Days in non-County Group Homes**	576	1,227	785
Days in Residential Treatment**	2,616	3,680	4,911

* Monthly Average

** Annual Total

Permanency Goals Achieved:	2015	2016	2017
Child Reunification with Parent (s)	54	66	79
Termination of Parental Rights Completed	21	10	18
*Guardianships	6	9	8

* Subsidized and nonsubsidized guardianships have been combined this year.

2017 Community Committee Membership:

- Marian University Community Advisory Committee.
- Family Resource Center.

2017 Highlights:

- The Ongoing units developed a training curriculum and program for new social workers.

Volunteer Services

Volunteer Services Coordinator

Theresa Menting

Transportation:

Vivian Starr

Ed Wiegert

Ed Pahl

Chris Riegert

Rebecca Mendlesky

Dennis Martin

Mary Weigert

Ethan Stark

Sydney Leubner

Laura Royston

Megan Prather

Camille Rosenmeier

Interns:

Clarissa Roman (Juvenile Court Services)

Elizabeth Elmer (Volunteer Services)

Morgan Hasselberger (ADRC)

Melanie Tauscheck (Ongoing)

Lynn Propson (Access)

Sarah Roland (Volunteer Services)

Hannah Julka (Wellness Intern)

Andrea Bauer (Lauren Martin)

Diana Lara (Juvenile Court Services-EM)

Jasmin Ramirez (Volunteer Services)

Caroline Nelson (Juvenile Court Services)

Anna Horn (Volunteer Services)

Various Activities:

Lisa Stoppleworth-Food Pantry

Sheila David-Juv. Detention Center

Cassie Liscomb-Tutor

Alexis Bailey-Tutor

Nicole Zeman-Teen Court

Linda Fritz-Staff Support

ARC Volunteers-11 Individuals

Women's Empowerment Mentors-23

Women's Empowerment Babysitters-15

Women's Empowerment Volunteers-41

Women's Empowerment Speakers-26

Women's Empowerment Transportation-6

Women's Empowerment Donated Meals-18

Mentors/Friendly Visitors:

Mary Tighe

Camille Rosenmeier

Marilynn Roessler

Holly Barnes

Cody Davis

Maria Kretschmann

Anna Sterberg

Lorraine Shea

Megan Prather

Jill Zuraw

Deb Shackelford

Jennifer Jeffery

Rebecca Mendlesky

Shandell Hephner

Brandee Alexander

Ryan Daehling

Julie Schaefer

Nicole Feltz

How does this unit operate?

- Referrals can be received from any Department of Social Services team.
- The Volunteer Services Coordinator recruits a volunteer, completes background check, trains and then coordinates the volunteer's schedule.

Services Provided:

- Volunteer Recruitment and Retention
- Volunteer Services
 - Transportation
 - Mentor Program
 - Friendly Visitor Program
 - Food Pantry
 - Juvenile detention educational volunteers
 - Tutors
 - Report Center
 - Interns
 - Women's Empowerment
 - Music & Memory

Services	2016	2017
Inquiries for Volunteering	37	80
Applications received for volunteering	26	26
Newly approved volunteers	22	25
Total Volunteers	45	81
Transportation Volunteers	5	12
Mentor Volunteers	11	18
Activity Volunteers	29	48
Total Volunteer Hours	2,404	3141.8
Internship Hours	2,004	1818.5
TOTAL HOURS	4,408	6312.3

Note: In 2014 Total volunteer hours were 2022; 2015 hours were 2,302. Other data on this table not previously tracked.

*Information may vary based on data from volunteer services predecessors information from January-April 2017

2017 Highlights:

- Participated in:
 - Marian University FAB (Fond du Lac Area Business) Night Volunteer Fair
 - Marian University Career Day
 - Coffee Connection
 - Fond du Lac Noon Kiwanis
 - Social Services Board report
 - Recruitment interview on radio station 1450 KFIZ
 - Fondue Fest
 - Senior Carnival at Marian University
 - National Night Out
 - Young Professional Events
 - Association of Commerce Events
 - Wisconsin Volunteer Coordinators Association (WVCA) Conference and quarterly meetings
 - Volunteer Appreciation at Holiday Inn
 - Monthly Caregiver Support Group

- Women's Empowerment Committee
- Alzheimer's Advocacy Day
- United We Mentor
- Circle K International Kiwanis Club
- Ripon College
- Waupun Lions Club
- Leadership Fond du Lac
- Alzheimer's Advocacy Day
- Meetings with Congressman Glenn Grothman and Senator Dan Feyen
- Health Professions Career & Internship Fair at Marian University
- Community Church Mothers of Preschoolers (Community Church MOPS)
- Fond du Lac Quilters Club
- Boys and Girls Club
- Info Day on Music & Memory, Volunteer Services and Aging and Disability Resource Center programming at Fond du Lac Public Library
- Holy Family Catholic Church April 20th event
- Ipod drive

Online Recruitment:

- Volunteermatch.org
- Idealist.org
- Allforgood.org
- Fond du Lac County Website
- Facebook Pages/Jobs
- Fdlco.wi.gov/volunteer

Community Support Provided from Dress Down Days

	2015	2016	2017
Cash	\$9,135	\$10,431	\$8,532

This is money collected during voluntary dress down days. Staff enjoy being able to dress casual and the funding supports various community agencies.

Organizations that received contributions from dress down days in 2017:

- FOND DU LAC SENIOR CENTER
- AMERICAN RED CROSS
- TOYS FOR TOTS
- HUMANE SOCIETY
- HURRICAN HARVEY
- JESUS' LITTLE LAMBS
- PROJECT LINUS
- OLD GLORY HONOR FLIGHT
- RONALD MCDONALD HOUSE
- CROHN'S & COLITIS
- FRIENDS INC
- FOND DU LAC HIGH SCHOOL (KIM MOONEY SCHOLARSHIP)
- MICHELLE WARD (FOSTER PARENT SUMMER PICNIC & CHRISTMAS PARTY)
- CAMP TO BELONG WISCONSIN
- FOND DU LAC ADULT LITERACY
- ASTOP INC.
- BIG BROTHERS BIG SISTERS
- SALVATION ARMY
- SOLUTION CENTER
- ARC OF FOND DU LAC
- JUVENILE DIABETES
- FOND DU LAC HUMANE SOCIETY
- HUNTINGTON'S DISEASE
- DSS SCHOOL SUPPLIES
- DSS VENDING COMMITTEE
- CURE SPINAL MUSCULAR ATROPHY
- FAMILY RESOURCE CENTER
- ALZHEIMER'S ASSOCIATION
- SHOP WITH A COP
- SUSAN KOMEN SOUTHERN (BREAST CANCER)
- FREE SPIRIT RIDERS
- FEED MY STARVING CHILDREN
- UNITED WAY